

## Performance Management Confirmation Monitoring Report Guide

### Introduction

Congratulations! Your organization has received performance management confirmation. With confirmation comes several responsibilities:

- First, you must provide the Department of Personnel (DOP) with a report at the conclusion of your first award cycle, and annually thereafter.
- Second, you must commit knowledgeable staff to participate on confirmation review groups for future applicants.
- Third, you must continue to grow your program and commit to making it a model for others to follow.

The purpose of this guide is to help you prepare and submit your monitoring report.

### Monitoring Report Content

You have received confirmation, implemented your program, and delivered your first awards. The monitoring reports give you the opportunity to evaluate your program's success, share your lessons learned, and confirm your capacity to continue your program. Similar to your application, the monitoring report consists of responses to a series of questions with supporting documentation, survey results, and other data. In preparation, you should:

**1. Review the monitoring report submittal table.**

The submittal table (see attachment A) shows the items to complete. Criteria requirements are presented in question and answer format. The left column contains the questions to complete and the attachment(s) to include with your response. Some of the criteria have more than one category of questions. The bullets describe specific details that must be addressed. Be sure to include the required attachments with your report. The right hand column contains the evaluation standards. You should refer to the application questions and the evaluation materials in framing your responses.

**2. Cross-reference when appropriate.**

While the questions are designed to evaluate different elements, some information may be relevant to many areas. It is appropriate to refer back to previous responses without repeating information.

### Consultation and Assistance

DOP staff are available to assist you throughout the confirmation process, including providing a briefing to your executive management team regarding the confirmation process. Please contact the PMC Coordinator, Kris Brophy, at [KrisB@dop.wa.gov](mailto:KrisB@dop.wa.gov) or 360-664-6285 for more information.

### **Tools and Resources**

Use the following tools and resources to learn more about the confirmation process.

- ☐ Confirmation Guide – Overview
- ☐ Application Guide – Preliminary Application Submittal Guide
- ☐ Application Guide – Interim Report and Final Submittal Guide
- ☐ Monitoring Report Guide
- ☐ Application Process Timeline chart
- ☐ Preliminary Readiness Assessment
- ☐ Employee Confidence Survey
- ☐ Employee Performance Incentive Program Survey
- ☐ Baldrige/WSQA Question Crosswalk table.
- ☐ Application Process Table

### **Attachments**

- A. Monitoring Report Submittal Table

## Monitoring Report Submittal Table

## Attachment A

The table below provides the detailed list of application questions and evaluation standards required to complete your application.

Questions	Evaluation Standards
<b>Introduction</b> How has your performance incentive program impacted your performance management system?	<b>Not rated</b>
<b>Performance Incentive Program Practices</b> What worked well and not so well with implementation of your performance incentive program?  What updates/changes will you make to: <ul style="list-style-type: none"> <li>• Performance-based practices?</li> <li>• Recommendation and approval process?</li> <li>• Reconsideration process?</li> </ul>	<b>Not Rated</b>
<b>Readiness Assessment</b>	
<b>Employee Confidence</b> What are the results of your post-award employee performance incentive program survey?  Your response should describe: <ul style="list-style-type: none"> <li>• Your survey process.</li> <li>• Your survey results using standard DOP employee PIP survey).</li> <li>• Your gap analysis and action plan.</li> </ul> Include as attachments: <ul style="list-style-type: none"> <li>• Action plan for addressing identified gaps (detailing who, what, &amp; when).</li> </ul>	<b>Employee Confidence</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Completed initial and follow-up surveys using standard DOP instrument.</li> <li><input type="checkbox"/> Surveys administered to all agency employees</li> <li><input type="checkbox"/> Results are tabulated separately between management and employees.</li> <li><input type="checkbox"/> 65% or more employees indicate agreement on each survey question (i.e., agree and strongly agree).</li> <li><input type="checkbox"/> 75% or greater overall response rate.</li> <li><input type="checkbox"/> Strategy and action plan for continuing evaluation and reporting of employee engagement (as reported through all-staff employee survey results, etc.).</li> </ul>
<b>Training &amp; Development Strategy</b>	
<b>Training - PIP</b> What training did you implement to support your performance incentive program (PIP)?  Your response should describe: <ul style="list-style-type: none"> <li>• PDP and PIP training completion rates.</li> <li>• Gap analysis.</li> <li>• Action plan for addressing identified gaps (detailing who, what, &amp; when).</li> </ul> Include as attachments: <ul style="list-style-type: none"> <li>• Action plan for addressing identified gaps (detailing who, what, &amp; when).</li> </ul>	<b>Training - PIP</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> 100% completion rate for PDP and PIP training.</li> <li><input type="checkbox"/> Completed gap analysis.</li> <li><input type="checkbox"/> Action plan for addressing identified gaps (detailing who, what, &amp; when).</li> </ul>

PDP Implementation	
<p><b>PDP - Process</b> How effective are your performance planning and evaluation monitoring/compliance practices?</p> <p>Include as attachments:</p> <ul style="list-style-type: none"> <li>• HR Management Report detailing current completion rates.</li> </ul>	<p><b>PDP – Process</b></p> <p><input type="checkbox"/> Agency has ongoing monitoring and reporting system that demonstrates 100% compliance rate for:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> PDP plans.</li> <li><input type="checkbox"/> Individual development plans.</li> <li><input type="checkbox"/> Performance evaluations.</li> <li><input type="checkbox"/> Current position descriptions.</li> <li><input type="checkbox"/> Supervisor expectations for workforce management.</li> </ul>
Funding Plan	
<p>What are your estimated and actual post award costs?</p> <p>Your response should describe:</p> <ul style="list-style-type: none"> <li>• Dollars budgeted &amp; dollars spent.</li> <li>• Plan for future budget adjustments.</li> </ul> <p>Include as attachments:</p> <ul style="list-style-type: none"> <li>• Copy of financial report detailing actual costs versus estimates.</li> </ul>	<p><input type="checkbox"/> Plan in place for addressing any future budget adjustments.</p>
Monitoring Plan	
<p>What are your award cycle results?</p> <p>Your response should describe:</p> <ul style="list-style-type: none"> <li>• Your program operations targets, results, and gap analysis, including: <ul style="list-style-type: none"> <li>• Nominations – amounts, numbers, percentages, and reasons for nominations.</li> <li>• Awards – amounts, numbers, percentages, and reasons for awards.</li> <li>• Award demographic information (e.g., division breakout, profession line staff/supervisor/management, etc.).</li> <li>• Number and percentage of requests for reconsideration and final resolution.</li> <li>• Any other program operations criteria established in your monitoring plan.</li> </ul> </li> <li>• Your employee performance impact targets, results, and gap analysis.</li> <li>• Your organizational performance impact targets, results, and gap analysis.</li> <li>• Your action plan for addressing any identified gaps.</li> </ul> <p>Include as attachments:</p> <ul style="list-style-type: none"> <li>• Action plan for addressing identified gaps (detailing who, what, &amp; when).</li> </ul>	<p><input type="checkbox"/> All elements in monitoring action plan addressed</p> <p><input type="checkbox"/> Completed gap analysis.</p> <p><input type="checkbox"/> Action plan for addressing identified gaps (detailing who, what, &amp; when).</p>